

System Communications & Delivery Program  
2001/02 Service Methods and Workload Activity

	Actual Communications Workload (Messages)	Telecommunications Systems Usage					Actual Delivery Workload (Items)	Delivery Systems Usage					Actual Miles Traveled By All Delivery Vehicles
		Elec. Mail	Voice Phone	Fax	Internet	Other		System Van	Con-tracted Delivery	US Mail	UPS	Other	
BALIS	10,700	NU	70%	30%	NU	NU	32,320	NU	95%	1%	4%	NU	35,000
BLK GOLD	243,787	NU(a)	4%	1%(b)	4%	91%(c)	772,824	98%	NU	1.2%	0.5%	0.3%	63,600
49-99	9,800	10%	38%	16%	36%	NU	354,500	95%	NU	5%	NU	NU	105,000
INLAND	16,539	N/A	75%	25%	N/A	NU	87,770	N/A	94%	3%	3%	N/A	8,700
MCLS	312,588	N/A	2%	3%	41%	54%(d)	82,596	97%	2%	1%	NU	NU	82,755
MOBAC	4,550	NU	60%	40%	NU	NU	117,122	NU	99%	NU	NU	1%	25,802
MVLS	30,000	NU	20%	13%	67%	NU	160,200	95%	NU	1%	4%	NU	70,000
NO. BAY	40,468	NU	15%	17%	68%	NU	2,264,328	NU	98%	1%	1%	NU	159,432
NO. STATE	38,715	N/A	16%	19%	N/A	65%(e)	495,378	97%	NU	1%	2%	NU	162,975
PENINSULA	306,300	NU	2%	1%	NU	97%	1,690,600	96%	NU	1%	2%	1%(f)	52,000
SJVLS	386,964	82%	2%	1%	15%	NU	276,790	99%	NU	0.5%	0.5%	NU	57,400
SANTIAGO	100,500	N/A	85%	13%	2%	NU	13,000	NU	90%	10%	NU	NU	12,000
SERRA	31,150	NU	30%	43%	18%	9%	150,695	NU	98%	1.5%	0.5%	NU	73,130
SVLS	14,000	N/A	57%	43%	N/A	NU	33,500	NU	98%(g)	2%	NU	NU	N/A
SO. STATE	6,868	N/A	39%	10%	51%	NU	4,056	NU	20%(h)	5%	NU	75%(i)	9,670
<b>TOTALS</b>	1,552,929	21%	11%	5%	17%	46%	6,535,679	57%	40%	1.3%	1.3%	0.4%	917,464

N/A - Not Available

NU - Not Used

a - Migrated to new circulation system in June 2001; it does not support internal email.

b - Facsimile expenses for member libraries are no longer covered by System. The Communication and Delivery allocation is too small to support library faxes. Costs were transferred to the libraries in FY 2000/01.

c - Automated System Holds filled.

d - Delivery and OCLC ILL Subsystem

e - Centrix ISDN

f - Fed Ex as needed

g - SVLS contracts with Santa Clara County for delivery services.

h - Effective Oct. 1, 2002 delivery was contracted through MCLS.

i - South State staff